

VOL. 1 ISSUE 2 · JUN JUL AUG 2022

# HAVERING CREST

Official Newsletter of Havering Crest Primary Care Network



## Havering Crest PCN - Introducing evening and weekend appointments

EXTENDED ACCESS SERVICE

Soon, you will be able to see healthcare professionals at a time which suits you.

Every weekday from 6:30 pm to 8 pm and on Saturdays from 8 am to 5 pm.

We are securing a hub to make this easier for you where a number of services will be available to you.

## This issue:

**Introducing evening and weekend appointments**

PAGE 01

**Havering Crest Network - Member Practices**

PAGE 03

**CREST Team - Current Workforce**

PAGE 03

**Crest PCN Work**

PAGE 04

**Patient Participation Group**

PAGE 05

**Patient Health**

PAGE 06 - 10

**Announcements, Events, and Updates**

PAGE 11

IMPROVING ACCESS TO GENERAL PRACTICE

# Starting from October 2022

# We want to hear your views on evening and weekend appointments



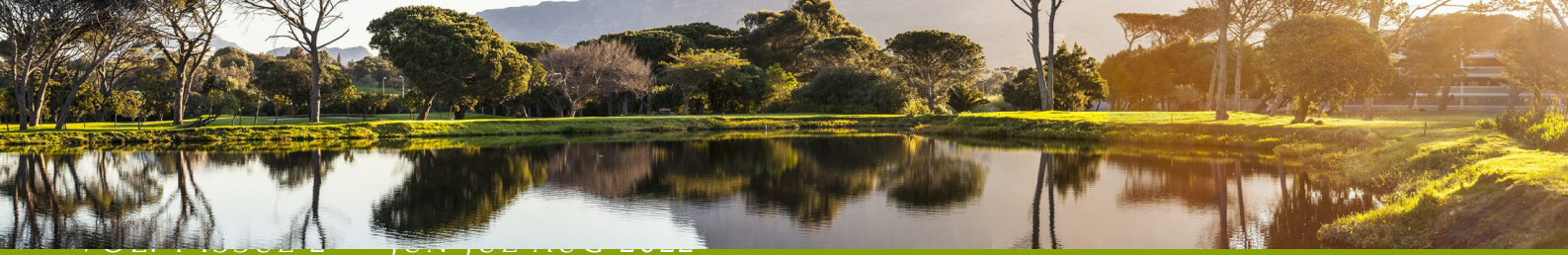
**We are seeking your views on the types of routine non-urgent general practice appointments that should be available to patients outside of normal opening hours**

Take part in our survey online or request a paper version from reception

Have your say by 20 July

[surveymonkey.co.uk/r/eveningandweekendappts](https://surveymonkey.co.uk/r/eveningandweekendappts)





# Havering Crest - Network Member Practices

CARE & RESPECT FOR EVERYONE, STANDING TOGETHER

Our PCN is made up of 8 practices that have teamed up to start providing patients with a wider range of health and wellbeing services, specifically geared towards the needs of their local areas. Click on each GP surgery to know more information.

[St. Edwards Medical Centre](#)

[The Upstairs Surgery](#)

[Dr. Poolo's Surgery](#)

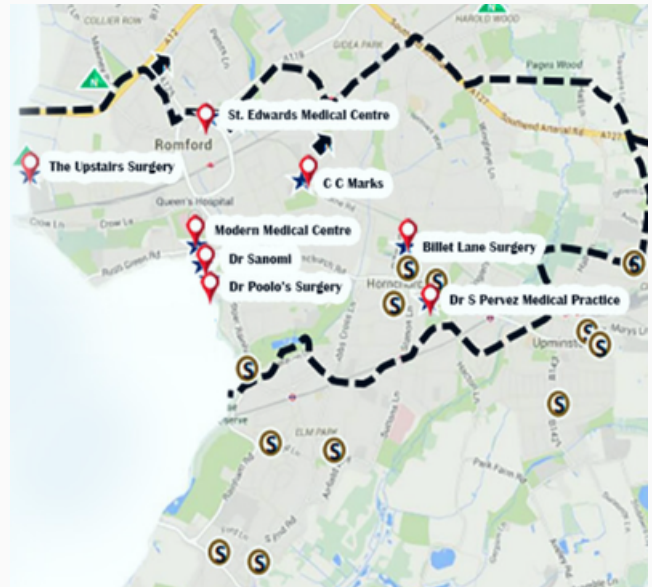
[Dr. Sanomi](#)

[Billet Lane Surgery](#)

[High Street Surgery](#)

[Modern Medical Centre](#)

[Dr Marks Practice](#)



## CREST TEAM - Current Workforce

**Clinical Directors:** Dr Kullar and Dr Imran

**PCN Manager:** Farhana Imran

**First Contact Physiotherapist:** Roma Dass

**Podiatrist:** Ibrahim Miah

**Occupational Therapist:** Parkavi Parthasarathy

**Clinical pharmacists:** Mehreen Ara, Christiana Osmond & Nivetha Kugendra

**Pharmacy technicians:** Prashanthi Kolanupaka

**Physician associate:** Stephany Osei-Amoako

### Personalised Care Team

- **Social Prescriber Link Worker:** Iram Iqbal
- **Health and Wellbeing Coach:** Bruna Fonseca
- **Care Coordinator:** Jhumur Sarkar

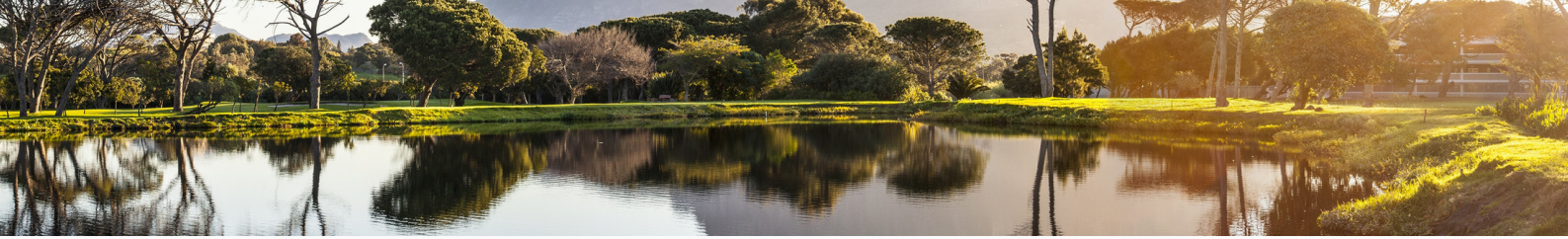
**Dietitian:** Saira Mufti

**Mental Health Practitioner:** Simba Kuwaza

## Registered patients

4 2 6 6 0





# Crest PCN Ongoing Work

## ENHANCED EXTENDED ACCESS

Soon, you will be able to access general practice services in the evenings (weekdays) and Saturdays. What does this mean?

- A more standardised offer for patients: 6.30 pm and 8 pm Mondays to Fridays and between 9 am and 5 pm on Saturdays;
- An improved routine (planned care) and multidisciplinary offer: screening, vaccinations and immunisations

## EARLY CANCER DIAGNOSIS

Due to the pandemic, it has adversely affected cancer care. Media reports suggest that there have been 350,000 less 2-week cancer referrals and 3 million fewer screenings over a period of 6 months UK-wide.

We have a high percentage of cancer incidence in our patch and we have noticed that far fewer patients are coming to the GP practices in the initial stages. We have noticed a higher incidence of delayed presentation.

Our goal will be:

To improve cancer awareness

- Skin, breast, bowel, lung, prostate, kidney, cervical
- Local campaigns
- Awareness months

To improve screening

- Practice based cancer coordinator
- PCN coordinator



## HEALTH INEQUALITIES

Health inequalities are unfair and avoidable differences in health across the population, and between different groups within society.

Health inequalities arise because of the conditions in which we are born, grow, live, work and age.

These conditions influence our opportunities for good health, and how we think, feel and act, and this shapes our mental health, physical health and wellbeing. (NHSE)

## NATIONAL DIABETES PREVENTION PROGRAMME

NHS Diabetes Prevention Programme is part of the national programme which is expected to provide support to 100,000 individuals each year.

Those referred to the service will receive tailored, personalised support to reduce their risk of Type 2 diabetes including education on healthy eating and lifestyle, help to lose weight and physical exercise programmes, all of which together have been proven to reduce the risk of developing the disease.

Our PCN has developed a plan to improve referrals to NDPP.





# PATIENT PARTICIPATION GROUP

NEXT MEETING

15th September 2022

VENUE: Chadwell Heath Community Centre  
High Road, Chadwell Heath, RM6 6AS

**CREST PCN**  
**PATIENT PARTICIPATION GROUP MEETING**

SEPTEMBER 15TH  
1:00 - 2:00 PM  
Chadwell Heath Community Centre  
High Road RM6 6AS

JOIN US

**NHS**

## What is a Patient Participation Group?

PPG | HAVERING CREST PCN

**SCAN ME**



**PPG | More information**





## PATIENT HEALTH

### BALANCE, STRESS, AND INFLAMMATION (PART I)

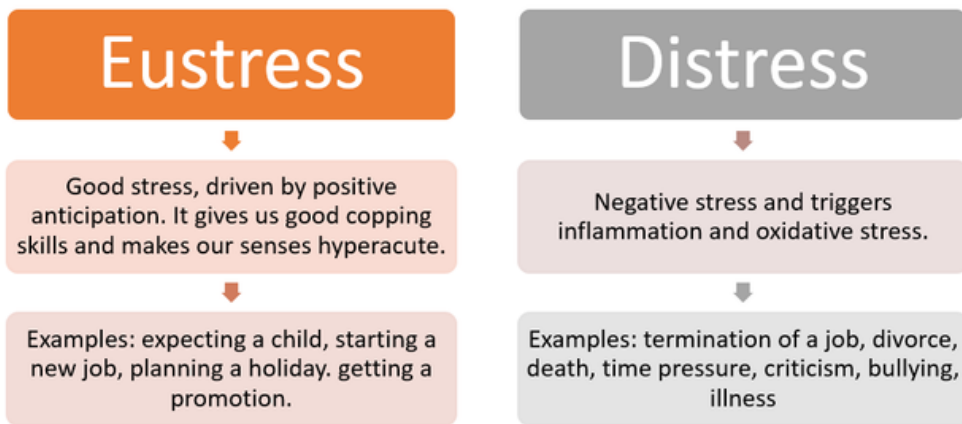
by Bruna Fonseca, Health & Wellbeing Coach

During Health & Wellbeing Coaching conversations we emphasize the importance of stress, of understanding the dynamics in our Autonomic Nervous System, and how it affects our lives.

And we can do this by exploring and acknowledging the triggers, our reactions to them, and how this affects our emotional balance.

Monica Aggarwal MD writes in her book "Body on Fire", that "imbalance is prompted by stress and can be brought on by injury, anxiety, toxins we ingest, lack activity, and many more triggers".

So, stress can be mental, emotional, environmental, chemical, or/and physical. It can be a physical reality or created in our minds, but in either case, it switches on a reaction in our bodies. According to Hans Selye, stress can be broken down into Eustress and Distress.



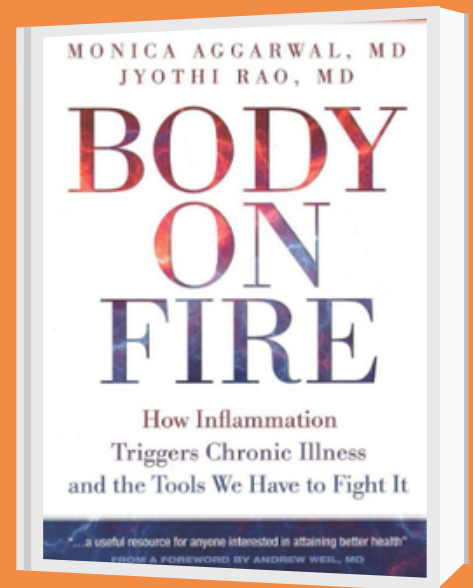
Stress has a powerful effect on our bodies, and it's a concept to be understood if we want to start our healing journey.

Ask yourself:

Do you have more distress or eustress in your life?

Do you get sick more often when you are stressed?

Is your memory worse when you are stressed?



## References

Aggarwal M, Rao J. *Body on Fire: How inflammation triggers chronic illness and the tools we have to fight it*

Selye H. *Stress and the General Adaptation Syndrome. Br Med J.* 1950; 1 (4667): 1383 - 1392



# PATIENT HEALTH

## PARKINSON'S DISEASE AND OCCUPATIONAL THERAPY MANAGEMENT

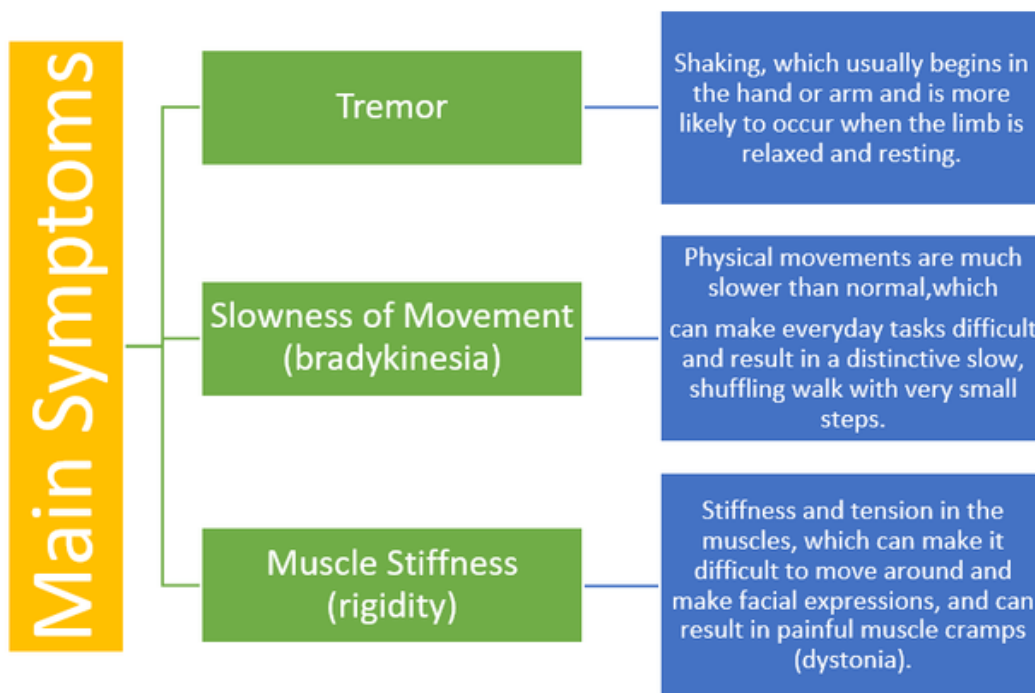
by Parkavi Parthasarathy, Occupational Therapist

### What is Parkinson's Disease?

Parkinson's disease is a condition in which parts of the brain become progressively damaged over many years.

### Symptoms:

The symptoms of Parkinson's disease usually develop gradually and are mild at first.



These main symptoms are sometimes referred to by doctors as parkinsonism as there can be causes other than Parkinson's disease.

### Other symptoms

Parkinson's disease can also cause a range of other physical and mental symptoms.

<b>Physical Symptoms</b>	<b>Cognitive and Psychiatric Symptoms</b>
<ul style="list-style-type: none"> <li><i>balance problems</i></li> <li><i>loss of sense of smell (anosmia)</i></li> <li><i>nerve pain</i></li> <li><i>problems with peeing</i></li> <li><i>constipation</i></li> <li><i>erectile dysfunction (men) &amp; sexual dysfunction (women)</i></li> <li><i>dizziness, blurred vision or fainting</i></li> <li><i>excessive sweating (hyperhidrosis)</i></li> <li><i>swallowing difficulties (dysphagia)</i></li> <li><i>excessive production of saliva (drooling)</i></li> <li><i>problems sleeping (insomnia)</i></li> </ul>	<ul style="list-style-type: none"> <li>depression and anxiety</li> <li>mild cognitive impairment</li> <li>dementia</li> </ul>

# When to seek Medical Advice

See your GP if you're concerned you may have symptoms of Parkinson's disease. If your GP suspects Parkinson's disease, you'll be referred to a specialist.

## Diagnosis

A diagnosis of Parkinson's disease is likely if you have at least 2 of the 3 following symptoms:

- shaking or tremor in a part of your body that usually only occurs at rest
- slowness of movement (bradykinesia)
- muscle stiffness (rigidity)



Being told you have Parkinson's disease can be emotionally distressing, and the news can often be difficult to take in.

This means it's important that you have the support of your family and a care team who'll be able to help you come to terms with the diagnosis.

You may find it useful to contact [Parkinson's UK](https://www.parkinsons.org.uk/), the Parkinson's support and [research charity](https://www.parkinsons.org.uk/).

You can contact them by calling their free helpline on:

**0808 800 0303**

(Monday to Friday, 9 am to 7 pm, and 10 am to 2 pm on Saturdays)

Or emailing:

**[hello@parkinsons.org.uk](mailto:hello@parkinsons.org.uk)**

Parkinson's UK brings people with Parkinson's, their carers and families together through a network of <https://localsupport.parkinsons.org.uk/>, as well as online resources and a confidential helpline.

The <https://www.parkinsons.org.uk/> provides information and support on every aspect of living with Parkinson's.





# How to Manage?

There's currently no cure for Parkinson's disease, but treatments are available to help relieve the symptoms and maintain your quality of life.

These treatments include:

- supportive therapies, such as physiotherapy and occupational therapy;
- medication;
- surgery (for some people).



## FALLS MANAGEMENT

<https://www.parkinsons.org.uk/information-and-support/falls-and-dizziness>

## OCCUPATIONAL THERAPY

<https://www.nhs.uk/conditions/social-care-and-support-guide/care-services-equipment-and-care-homes/home-adaptations/>

# Care and Support Plan

Care and support plans are for anyone who needs care or cares for someone else.



This means you can:

- stay as independent as possible <https://www.rcot.co.uk/occupational-therapy-people-parkinsons>
- have as much control over your life as possible
- do the things you enjoy
- know what type of care is right for you
- understand your health condition and care needs better
- It also helps your family and friends understand how they can help you.

# How to get a care and support plan?



First, you'll need to contact social services at your local council.



They'll speak to you about the problems you're having. This is called an assessment.



Afterwards, the support you need is written up as a care and support plan. You should get a copy of this within a few weeks.

There are 2 types of assessment. One is for people who need care and the other is for people who care for someone else.

Read about how to:

- get a needs assessment:

<https://www.nhs.uk/conditions/social-care-and-support-guide/help-from-social-services-and-charities/getting-a-needs-assessment/>

- if you need care for yourself:

<https://www.nhs.uk/conditions/social-care-and-support-guide/support-and-benefits-for-carers/carer-assessments/>

## Care and Support Plans include:

- what's important to you
- what you can do yourself
- what equipment or care you need
- what your friends and family think
- whom to contact if you have questions about your care
- your personal budget (this is the weekly amount the council will spend on your care)
- what care you can get from your local council
- how and when care will happen

## If you're a carer, it will also include:

- respite care options so you can take a break
- details of local support groups
- training, such as how to lift safely

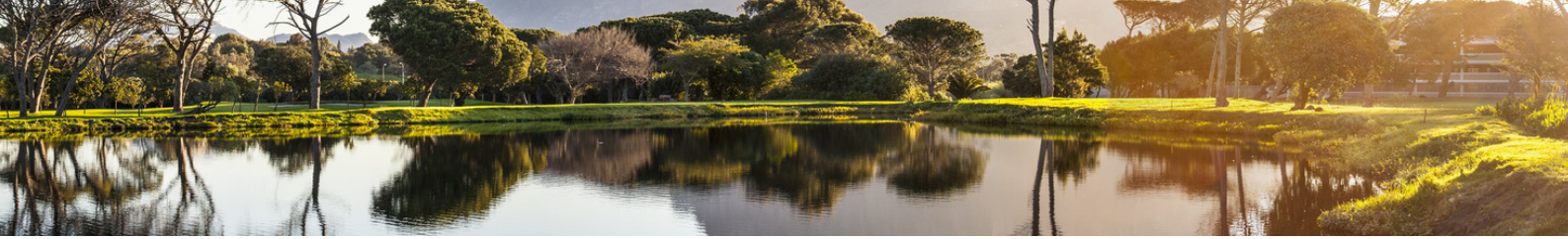
## REVIEWING YOUR CARE AND SUPPORT PLAN

Your care and support plan will be reviewed regularly to see what's working and not working, and if it's still the best support for you.

This usually happens within the first few months of support starting and then once every year.

Information:

If at any time you're unhappy with your care, call adult social services at your local council and ask for a review.



## ANNOUNCEMENTS, EVENTS, AND UPDATES

### Young People Mental Health



YoungMinds | Mental Health Charity For Children And Young People | YoungMinds  
<https://www.kooth.com/>

### Diabetes Prevention



Know your risk of Type 2 diabetes | Xyla Health & Wellbeing ([preventing-diabetes.co.uk](http://preventing-diabetes.co.uk))

### Homelessness and Employment

<https://beam.org/>



### Weight Management

<https://www.everyoneactive.com/centre/harrow-lodge-leisure-centre/live-healthier-havering/>

### Weight Management - Learning Disabilities

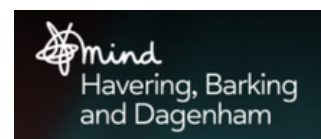
<https://www.everyoneactive.com/centre/harrow-lodge-leisure-centre/live-healthier-havering-learning-disability/>

### Talking Therapies



<https://www.talkingtherapies.nelft.nhs.uk/havering/>

### Havering Mind - Work Well Programme



Havering Mind - Work Well programme | Havering Community Hub Harold Hill